

# HEALING HANDS THERAPY CENTER LLC

111 Main Street, Collinsville, CT 06019

Phone: 860-404-2587 Fax: 860-404-5476

## Office Policies and Procedures

Welcome and thank you for choosing Healing Hands Therapy Center LLC for your therapy needs.

### Occupational Therapy:

- Occupational Therapists in the state of Connecticut have direct access, however, many insurance companies require a referral from a physician, nurse practitioner, physician's assistant, etc. Occupational Therapists do NOT diagnose, we treat dysfunction. It is your responsibility to determine if your insurance company requires a referral from your physician in order to obtain reimbursement for services provided if you so choose.

### New Patients:

- Please bring your valid prescription (if necessary) plus completed copies of all forms listed on the website. If you do not have the forms filled out prior to your first visit, please arrive 15 minutes early to allow time for you to complete them so this does not take up your valuable evaluation/treatment time. You may also have your referring provider fax your referral to me at: 860-404-5476. Please have it read "Occupational Therapy evaluate and treat."

### Returning Patients:

- Please bring your new prescription (if necessary) or have it faxed to 860-404-5476. You should also complete an updated Patient Insurance Worksheet.

### Cancellation Policy/Tardiness:

- As a courtesy to others, your therapists and other patients trying to obtain appointments, Healing Hands Therapy Center requires a 24 hour notice for cancellations. This allows others on waiting lists to be seen. A \$100 fee will be billed upon violation of this policy. A failure to show for your scheduled appointment will result in a \$100 charge as well. Tardiness: I ask that you please arrive on time for your appointments and that you are considerate of the next patients time when your sessions ends. If you arrive late your treatment time may need to be shortened but you will be charged for the entire visit.

### Treatment Sessions:

- Your treatment sessions will last for ~50-60 minutes for your evaluation and each follow up visit. Please wear or bring clothes that are appropriate for the body part being treated. Please note that if your condition does not require the full treatment time an adjusted charge will be discussed.

By signing below, I certify that I have read the above policies, understand and will comply with them. I agree that Healing Hands Therapy Center, LLC retains the right to charge my credit card for scheduled appointments missed by late cancellation or no show activity.

Signature of Patient or Guardian \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_